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Call us on:
0800 300 111

Chat with us online at:
help.ovoenergy.com

Monday to Friday
9am to 5pm

Account Number:
24561501

16 October 2025

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Mr James McLennan
6 COUNTY Cottages
CULDUTHEL
INVERNESS
IV2 6AQ

You've qualified for the Warm Home Discount

Hello James

Good news – you've qualified for this year's Warm Home Discount of £150 off your energy bills. This government scheme gives you a one-off payment to help you with the cost of energy over winter.

How we'll add £150 credit to your energy account balance

You'll get your Warm Home Discount by 31 March 2026. We'll let you know once we've sent it. In the meantime, you don't need to do anything.

If you have a smart meter, we'll apply the discount to your meter. You'll see it as credit on your balance.

If you have a traditional electricity meter, or we can't apply the discount to your smart meter, we'll send you a voucher to redeem at any Post Office. You'll get a letter with your voucher to explain how to do this.

We can't send your discount if you switch to a new supplier

If you change your energy supplier before you get your Warm Home Discount, we won't be able to give it to you. You'll need to apply for the discount again with your new supplier. Not all suppliers offer the Warm Home Discount, so please check if you decide to switch.

Find out more about the Warm Home Discount

You can find out more about this year's scheme on our Warm Home Discount support page. Go to ovoenergy.com/warm-home-discount

We're here to help

If you have any questions, you can chat to us online at ovoenergy.com/help. Just click the chat icon on the **bottom right of your screen.** We're here Monday to Friday, 8am to 6pm, and Saturday, 9am to 2pm.

Get more help with our Extra Support Package

You might be eligible for extra financial and practical support. Find out more about OVO's Extra Support **package and apply at** ovoenergy.com/extra-support

Thanks
The OVO Team